(b) if so, whether any review of the performance of MTNL have been undertaken during the past few months; and

(c) if so, the details thereof and if not, what steps Government propose to take to improve the functioning and services of MTNL?

THE MINISTER OF COMMUNICATIONS (SHRI BENI PRASAD VARMA): (a) to (c) No, Sir. However, the performance and services rendered by MTNL, Delhi are regularly monitored and reviewed at all levels.

As a result of monitoring, different steps are taken for further improvement of the services. The various steps already taken/being taken are placed at Statement.

Statement

Various steps already taken/being taken as a result of monitoring

1. Expansion of network.

2. Replacing old and worn out equipment by latest new technology digital equipment for providing better and reliable services.

3. Introduction of Value Added Services like ISDN services, Wireless in local loop etc.

4. Use of pair gain systems for clearing of technically non feasible areas.

5. For the conveniance of customers for easy payment of bills, different facilities have been introduced such as voluntary deposit scheme, Mobile vans for collections of bills, deposit the bills in banks etc.

6. Computerised directory dial up service is available for computer users.

7. Fault repair service is computerised.

8. Customer service centres have been opened for better customer interface. More such centres are also likely to be provided.

9. For speedy redressal of grievances, Telephone Adalats and Open House Sessions are held regularly.

गुजरात सर्किल की परामर्शदात्री समिति के सदस्य

20. **श्री चीमनभाई हरीभाई शुक्ला:** क्या संचार मंत्री यह बताने की कृपा करेंगे कि:

(क) परामर्शदात्री समिति के जिला-वार किन-किन नाम-निर्देशित सदस्यों से गुजरात सर्किल, अहमदाबाद के मुख्य प्रबंधक को गत चार महीनों के दौरान पत्र प्राप्त हुए हैं तथा प्रत्येक सदस्य से कितने-कितने पत्र प्राप्त हुए हैं;

(ख) सदस्यों द्वारा अपने पत्राचार के माध्यम से क्या-क्या मुद्दे उठाए गये हैं और इन मुद्दों की विशेषताएं क्या है;

(ग) मुख्य महाप्रबंधक की उन पर प्रतिक्रिया क्या है और उन पर उठाये गये कदमों का ब्यौरा क्या है; और

(घ) यदि अब तक कोई कदम नहीं उठाए गए है तो जन-शिकायतों और सुझावों पर उनके द्वारा अब तक कोई कदम न उठाये जाने के क्या कारण है?

संचार मंत्री (श्री बेनी प्रसाद वर्मा): (क) से (घ) सूचना एकत्र की जा रही है और सभा पटल पर रख दी जाएगी।

Revision of the STD Time Slab

21. SHRI O.P. KOHLI: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether Government have revised the STD time slab thereby making the STD calls costlier;

(b) if so, the reasons for changing the STD time slab; and

(c) the steps taken to restore the *status-quo* prevailing before the revision in timing?

THE MINISTER OF COMMUNICATIONS (SHRI BENI PRASAD VARMA): (a) The changes in the STD tariff effective from 15th February' 97 are as below: